

**Contracting Activity:** 375<sup>TH</sup> CONTRACTING SQUADRON  
201 E Winters St, Bldg 50  
Scott AFB, IL 62225-5015

**Government Representative:** Mr. Rich Hansen  
Phone – 618-256-9272  
[richard.hansen.2@us.af.mil](mailto:richard.hansen.2@us.af.mil)

**Request for Quotation No. 4002**

This requirement is for Physician's "on-call" Answering Services in accordance with the Performance Work Statement (PWS) , dated 15 Jun 15. The period of performance is for a base year, 1 Oct 15 through 30 Sep 16; and one option year, 1 Oct 16 through 30 Sep 17. There is no obligation on the part of the government to make an award to any offeror in response to this request for quote. The government is not liable for any cost incurred for quote preparation. This is a commercial purchase using FAR Part 12 and Part 13 procedures.

This acquisition is 100% Small Business Set Aside under North American Industry Classification System (NAICS) code 561421. The small business size standard is \$15,000,000,00. The Product Service Code (PSC)/Federal Supply Code (FSC) for this acquisition is R699.

**FAR 52.232-18 - AVAILABILITY OF FUNDS IS APPLICABLE TO THIS REQUIREMENT.**

**PRICE SCHEDULE**

**Base Year: 1 Oct 15 through 30 Sep 16**

Item	Description	Quantity (est)	Unit	Unit Price	Total Price
0001	Talk Time Min/Yr	6000	Minute	\$_____	\$_____
0002	Patch Time Min/Yr	3600	Minute	\$_____	\$_____
0003	Any other misc. costs. i.e. set-up, etc.			\$_____	\$_____

**Option Year One: 1 Oct 16 through 30 Sep 17**

Item	Description	Quantity (est)	Unit	Unit Price	Total Price
1001	Talk Time Min/Yr	6000	Minute	\$_____	\$_____
1002	Patch Time Min/Yr	3600	Minute	\$_____	\$_____
1003	Any other misc. costs. i.e. set-up, etc.			\$_____	\$_____

**QUOTES ARE DUE** TO Scott AFB, IL NO LATER THAN **3:PM** (CST) on **26 AUG 15.**

Send your Quotes to: Rich Hansen @ [richard.hansen.2@us.af.mil](mailto:richard.hansen.2@us.af.mil)

## **Performance Work Statement**

**15 Jun 15**

The contractor shall provide all personnel, labor, equipment, materials and transportation necessary to provide an after-hours, medical provider on-call answering service to the 375th Medical Group (375MDG), 310 West Losey Street, Scott AFB, IL 62225-5252.

### **2. REQUIRED PERIODS OF SERVICE**

2.1. On-call answering services will be provided Monday through Thursday, starting at 4:00 PM to 6:30 AM the following day and weekends starting on Fridays at 4:00 PM to the following Monday, 6:30 AM.

2.2. Any additional service changes to reflect federal holidays, “family days”, special events (training, etc.) will be identified on the affected monthly call rosters.

2.3. Continuation of services to reflect unanticipated closures due to inclement weather or miscellaneous emergencies will be communicated to the contractor by the Contracting Officer, Contract Administrator or the 375MDG Contract Officer Representative.

### **3. CONTRACTOR RESPONSIBILITIES**

3.1. Provide for the use of one, direct inward dialing number.

3.2. Perform all necessary administrative requirements to provide answering services, to include provider registration and set-up into contractors’ system programs, subsequent additions or deletions of providers throughout the contract period of performance.

3.3. Perform operator services to include answering calls in a timely and polite manner, gathering pertinent information described in section 3.5, then contacting the on-call providers with pertinent information from caller. Contractor will only make direct connection between caller and provider when authorized by that on-call provider.

3.4. Statement when answering the phone: “Thank you for calling the 375<sup>th</sup> Medical Group’s Provider Answering Service, how can we assist you?”

3.5. Request and annotate the following required information from the caller:

3.5.1. Name of caller and relationship to individual needing medical guidance (self, child, spouse, etc.).

3.5.2. Call-back phone number.

3.5.3. Last 4-numbers of the sponsor’s SSN

3.5.4. Name of the individual needing medical guidance.

3.5.5. Age of the individual needing medical guidance.

3.5.6. Callers Primary Care Manager and the clinic they are enrolled and which clinic (Internal Medicine, Scott Family Health, Flight Medicine, Pediatrics or Dental) the caller needs medical guidance (if different from their enrolled clinic).

3.5.7. Short, detailed message regarding the purpose of the call. If caller believes they or the patient require emergency medical care, the contractor shall instruct the caller to either report to the nearest emergency room or call 911.

3.6. The following is a list of calls/inquiries that shall not be accepted or transferred to the on-call providers. For these type of calls, the contractor shall instruct the caller to call either 911 Operator (if applicable), Nurse Advice Line (via the 375MDG information number, 256-WELL), 375MDG Central Appointing Line, (618) 256-9355 or their Health Care Team on the next available duty day.

3.6.1. Calls to make or change an appointment.

3.6.2. Calls requesting approval/referral for Emergency/Urgent Care. If the caller believes they or the patient require emergency medical care, no referral is needed. The contractor shall instruct the caller to either report to the nearest emergency room or call 911 Operator.

3.6.3. Check the status, day and show-times for upcoming, previously scheduled appointments.

3.6.4. Requests for medication renewal or refill.

3.6.5. Requests for laboratory or test results.

3.6.6. Requests to provide status or a referral or submit a new specialty referral.

3.6.7. Calls from civilian hospitals pertaining to hospitalization or admission of 375MDG patients, should not be forwarded to the on-call providers, unless deemed a medical necessity by the admitting physician. (This information is reported to the 375MDG the next duty day via previously established protocols).

3.6.8. General medical or administrative inquiries (i.e. - hours of Clinic operation, location/types of other medical services in the network/local area, etc.)

3.7. Procedures for contacting an on-call provider.

3.7.1. Contractor shall call the provider listed on the call roster for the clinic/specialty identified by the caller in line 3.5.6. Provide all information from section 3.5 to the provider. Unless specifically requested by the on-call provider, DO NOT connect the caller directly through to the provider.

3.7.2. If the on-call provider does not respond within 15 minutes of the initial call, attempt to reach the provider again. Contractor WILL NOT leave messages with any patient information on any recording device.

3.7.3. If after 15 minutes and there is still no response, call that Clinic's back-up provider listed on the on-call roster.

3.7.4. If after 15 minutes and there is still no response from either the primary or back-up providers, contact the 375MDG Chief of Medical Staff (SGH) at (618) 210-0558.

3.8. Monthly billing invoices should be submitted into WAWF for validation and payment processing (see 252.232-7006 in the contract).

3.9. Contractor shall provide reports monthly of the prior month's volume and minutes of calls received during the provision of this service. Reports will be included in Wide Area Work Flow (WAWF) as an attachment to the monthly invoice.

3.10. Designate in writing to the 375th Contracting Officer, a contract manager and alternate(s). These individuals will be responsible for the performance of the contracted service and act/speak for the Contractor on all issue related to this contract.

4. GOVERNMENT FURNISHED ITEMS: Initial on-call rosters for each of the five participating clinics (Internal Medicine, Scott Family Health, Flight Medicine, Pediatrics, Dental) will be provided at least 15 days prior to start of the contract period of performance. Subsequent monthly rosters will be sent to a contractor via provided e-mail address within the last week of the current month.

**PROVIDE THE FOLLOWING INFORMATION IN RESPONSE TO THIS REQUEST FOR QUOTE**

1. Completed "Price Schedule" with your quote.
2. Any provisions requiring fill-ins.
3. CAGE Code: \_\_\_\_\_
4. Contractor Name: \_\_\_\_\_
5. Point of Contact & Phone Number: \_\_\_\_\_
6. Email address: \_\_\_\_\_

The provision at 52.212-1, Instructions to Offerors - Commercial Items, applies to this acquisition. Provisions and clauses can be viewed through Internet access at the Air Force FAR Site, <http://farsite.hill.af.mil>.

The provision at 52.212-2 – Evaluation - Commercial Items (Oct 2014), applies to this acquisition.

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. Evaluation of quotes will be conducted using Simplified Acquisition Procedures in accordance with FAR Part 13.106.

The following factors shall be used to evaluate offers:

PRICE  
PAST PERFORMANCE

(End of Provision)

As prescribed in 52.212-3, an offeror shall complete only paragraphs (b) of this provision if the offeror has completed the annual representations and certificates electronically at <https://www.sam.gov/>. If an offeror has not completed the annual representations and certifications electronically, the offeror shall complete only paragraphs (c) through (p) of this provision. A copy of paragraphs (c) through (p) can be obtained at <http://farsite.hill.af.mil/vffara.htm>.

In accordance with FAR 52.252-1 -- Solicitation Provisions Incorporated by Reference (Feb 1998) and FAR 52.252-2 -- Clauses Incorporated by Reference (Feb 1998), this solicitation and any resultant contract incorporate one or more solicitation provision by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. The full text of solicitation provisions may be accessed electronically at this address: <http://farsite.hill.af.mil>.

The clause at 52.212-4, Contract Terms and Conditions-Commercial Items (Dec 2014) applies.

The clause at FAR 52.212-5, Contract Terms and Conditions Required To Implement Statutes Or Executive Orders-Commercial Items (Dec 2014), applies to this acquisition.

**CLAUSES INCORPORATED BY REFERENCE:**

The following additional FAR, DFARS, and AFFARS clauses apply to this acquisition:

- 52.204-13 System for Award Management Maintenance (Jul 2013)
- 52.204-18 Commercial and Government Entity Code Maintenance (Nov 2014)
- 52.212-4 Contract Terms and Conditions--Commercial Items (May 2015)
- 52.212-5 Contract Terms and Conditions Required to Implement Statutes or Executive Orders- Commercial Items (May 2015) (DEVIATION 2013-O0019)
- 52.219-6 Notice of Total Small Business Set-Aside (Nov 2011)
- 52.222-3 Convict Labor (June 2003)
- 52.222-17 Nondisplacement of Qualified Workers (May 2014)
- 52.222-21, Prohibition of Segregated Facilities (Feb 1999)
- 52.222-26 Equal Opportunity (March 2007)
- 52.222-41 Service Contract Act of 1965 (May 2014)
- 52.222-44 Fair Labor Standards Act and Service Contract Act-Price Adjustment (May 2014)
- 52.222-50 Combating Trafficking in Persons (Feb 2009)
- 52.222-99 (Dev) Establishing a Minimum Wage for Contractors (Deviation 2014-O0017)
- 52.223-17 Affirmative Procurement of EPA-designated Items in Service and Construction Contracts (May 2008)
- 52.223-18 Encouraging Contractor Policies to Ban Text Messaging While Driving (Aug 2011)
- 52.225-13 Restrictions on Certain Foreign Purchases (Jun 2008)
- 52.232-33 Payment by Electronic Funds Transfer--System for Award Management (Jul 2013)
- 52.232-39 Unenforceability of Unauthorized Obligations (Jun 2013)
- 52.232-40 Providing Accelerated Payments to Small Business Subcontractors (Dec 2013)
- 52.233-3 Protest after Award (Aug 1996)
- 52.233-4 Applicable Law for Breach of Contract Claim (Oct 2004)

252.203-7000 Requirements Relating to Compensation of Former DoD Officials (Sep 2011)  
 252.204-7004 Alt A, System for Award Management (Jan 2015)  
 252.204-7012 Safeguarding of Unclassified Controlled Technical Information (Nov 2013)  
 252.204-7015 Disclosure of Information to Litigation Support Contractors (Nov 2004)  
 252.223-7008 Prohibition of Hexavalent Chromium (Jan 2015)  
 252.225-7001 Buy American and Balance of Payments Program (Nov 2014)  
 252.232-7003 Electronic Submission of Payment Requests and Receiving Reports  
 (Jun 2012)  
 252.232-7006 Wide Area Workflow Payment Instructions (May 2013)  
 252.232-7010 Levies on Contract Payments (Dec 2006)  
 252.244-7000 Subcontracts for Commercial Items (Jun 2013)

### **CLAUSES IN FULL TEXT:**

FAR 52.222-42, Statement of Equivalent Rates for Federal Hires (May 2014)

In compliance with the Service Contract Labor Standards statute and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

This Statement is for Information Only  
 It is not a Wage Determination

Employee Class	Monetary Wage - Fringe Benefits
01111 GENERAL CLERK	\$9.93/HR

### **AFFARS 5352.201-9101, OMBUDSMAN (Apr 2014)**

An ombudsman has been appointed to hear and facilitate the resolution of concerns from offerors, potential offerors, and others for this acquisition. When requested, the ombudsman will maintain strict confidentiality as to the source of the concern. The existence of the ombudsman does not affect the authority of the program manager, contracting officer, or source selection official. Further, the ombudsman does not participate in the evaluation of proposals, the source selection process, or the adjudication of protests or formal contract disputes. The ombudsman may refer the party to another official who can resolve the concern.

(b) Before consulting with an ombudsman, interested parties must first address their concerns, issues, disagreements, and/or recommendations to the contracting officer for resolution. Consulting an ombudsman does not alter or postpone the timelines for any other processes (e.g., agency level bid protests, GAO bid protests, requests for debriefings, employee-employer actions, contests of OMB Circular A-76 competition performance decisions).

(c) If resolution cannot be made by the contracting officer, concerned parties may contact the Center/MAJCOM ombudsmen, Mr. Gregory S. O'Neal, AFICA KM, 507 Symington Drive, Scott AFB, IL 62225-5022, (618) 229-0267, fax (618) 256-6668, email: gregory.oneal@us.af.mil. Concerns, issues, disagreements, and recommendations that cannot be resolved at the MAJCOM/DRU level, may be brought by the concerned party for further consideration to the Air Force ombudsman, Associate Deputy Assistant Secretary (ADAS) (Contracting), SAF/AQC, 1060 Air Force Pentagon, Washington DC 20330-1060, phone number (703) 588-7004, facsimile number (703) 588-1067.

(d) The ombudsman has no authority to render a decision that binds the agency.

(e) Do not contact the ombudsman to request copies of the solicitation, verify offer due date, or clarify technical requirements. Such inquiries shall be directed to the Contracting Officer.

In accordance with DFARS 252.204-7004, Alternate A, System for Award Management, prior to receiving any contract award; contractors must be registered in System for Award Management (SAM). If not already registered, you should immediately register with SAM via the Internet at <https://www.sam.gov/>.

Confirmation of SAM registration must be obtained before award can be made.

Defense Federal Acquisition Regulation Supplement (DFARS) 252.232-7003, Electronic Submission of Payment Requests, Department of Defense (DoD) Appropriations Act of 2001, Section 1008 Electronic Submission and Processing of Claims for Contract Payments, requires that any claim for payment under a DoD contract shall be submitted in electronic form. Wide Area Workflow (WAWF) is the DoD system for implementing this statutory requirement. Use of the system is at NO COST to the contractor and training is available at <https://wawf.eb.mil/>.

**DFARS 252.232-7003 Electronic Submission of Payment Requests (Jun 2012).** Department of Defense (DoD) Appropriations Act of 2001, Section 1008 Electronic Submission and Processing of Claims for Contract Payments requires that any claim for payment under a DoD contract shall be submitted in electronic form. Wide Area Workflow Receipt and Acceptance (WAWF-RA) is the DoD system of choice for implementing this statutory requirement. Use of the basic system is at NO COST to the contractor and registration, software, and training will be provided. To get started, your company will need a user ID and password for accessing the WAWF-RA system. This can be obtained by visiting the WAWF-RA web site at

**DFARS clause 252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (MAY 2013)**

(a) *Definitions.* As used in this clause—

“Department of Defense Activity Address Code (DoDAAC)” is a six position code that uniquely identifies a unit, activity, or organization.

“Document type” means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

“Local processing office (LPO)” is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) *Electronic invoicing.* The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS [252.232-7003](#), Electronic Submission of Payment Requests and Receiving Reports.

(c) *WAWF access.* To access WAWF, the Contractor shall—

(1) Have a designated electronic business point of contact in the System for Award Management at <https://www.acquisition.gov/>; and

(2) Be registered to use WAWF at <https://wawf.eb.mil/> following the step-by-step procedures for self-registration available at this web site.

(d) *WAWF training*. The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through WAWF. Both can be accessed by selecting the “Web Based Training” link on the WAWF home page at <https://wawf.eb.mil/>

(e) *WAWF methods of document submission*. Document submissions may be via web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) *WAWF payment instructions*. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) *Document type*. The Contractor shall use the following document type(s).

### **Invoice and Receiving Report (COMBO)**

(2) *Inspection/acceptance location*. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

### **F3S401**

(3) *Document routing*. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table\*

<i>Field Name in WAWF</i>	<i>Data to be entered in WAWF</i>
Pay Official DoDAAC	F87700
Issue By DoDAAC	FA4407
Admin DoDAAC	FA4407
Inspect By DoDAAC	F3S401
Ship To Code	F3S401
Ship From Code	
Mark For Code	
Service Approver (DoDAAC)	
Service Acceptor (DoDAAC)	
Accept at Other DoDAAC	
LPO DoDAAC	
DCAA Auditor DoDAAC	
Other DoDAAC(s)	

(4) *Payment request and supporting documentation*. The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.



(5) *WAWF email notifications*. The Contractor shall enter the e-mail address identified below in the “Send Additional Email Notifications” field of WAWF once a document is submitted in the system.

[Richard.hansen.2@us.af.mil](mailto:Richard.hansen.2@us.af.mil) [darryl.weaver@us.af.mil](mailto:darryl.weaver@us.af.mil)

(g) *WAWF point of contact*.

(1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity’s WAWF point of contact.

[Richard.hansen.2@us.af.mil](mailto:Richard.hansen.2@us.af.mil) [darryl.weaver@us.af.mil](mailto:darryl.weaver@us.af.mil)

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)

#### **PROVISIONS INCORPORATED BY REFERENCE:**

The following additional FAR, DFARS, and AFFARS PROVISIONS apply to this acquisition:

52.204-7 System for Award Management (Jul 2013)

52.204-16 Commercial and Government Entity Code Reporting (Nov 2014)

52.212-1 Instructions to Offeror - Commercial Items (Apr 2014)

52.212-3 Alt I, Offeror Representations and Certifications -- Commercial Items (Nov 2013)

52.225-25 Prohibition on Contracting with Entities Engaging in Certain Activities or Transactions Relating to Iran--Representation and Certifications (Dec 2012)

252.203-7005 Representation Relating to Compensation of Former DoD Officials (Jan 2015)

252.204-7011 Alternative Line Item Structure (Sep 2011)

252.225-7000 Buy American—Balance of Payments Program Certificate (Dec 2014)

#### **PROVISIONS IN FULL TEXT:**

52.204-17 Ownership or Control of Offeror (Nov 2014).

##### **Ownership of Control of Offeror (Nov 2014)**

(a) *Definitions*. As used in this provision—

“Commercial and Government Entity (CAGE) code” means--

(1) An identifier assigned to entities located in the United States or its outlying areas by the Defense Logistics Agency (DLA) Contractor and Government Entity (CAGE) Branch to identify a commercial or Government entity, or

(2) An identifier assigned by a member of the North Atlantic Treaty organization (NATO) or by the NATO Support Agency (NSPA) to entities located outside the United States and its outlying areas that the DLA Contractor and Government Entity (CAGE) Branch records and maintains the CAGE master file. This type of code is known as an NCAGE code.

“Highest-level owner” means the entity that owns or controls an immediate owner of the offeror, or that owns or controls one or more entities that control an immediate owner of the offeror. No entity owns or exercises control of the highest level owner.

“Immediate owner” means an entity, other than the offeror, that has direct control of the offeror. Indicators of control include, but are not limited to one or more of the following: Ownership or interlocking management, identity of interests among family members, shared facilities and equipment, and the common use of employees.

(b) The Offeror represents that it ☐ has or ☐ does not have an immediate owner. If the Offeror has more than one immediate owner (such as a joint venture), then the Offeror shall respond to paragraph (c) and if applicable, paragraph (d) of this provision for each participant in the joint venture.

(c) If the Offeror indicates “has” in paragraph (b) of this provision, enter the following information:

Immediate owner CAGE code:\_\_\_\_\_

Immediate owner legal name:\_\_\_\_\_ (Do not use a “doing business as” name)

Is the immediate owner owned or controlled by another entity?:

☐ Yes or ☐ No.

(d) If the Offeror indicates “yes” in paragraph (c) of this provision, indicating that the immediate owner is owned or controlled by another entity, then enter the following information:

Highest level owner CAGE code:\_\_\_\_\_

Highest level owner legal name:\_\_\_\_\_ (Do not use a “doing business as” name)

(End of provision)

#### FAR 52.222-22 Previous Contracts and Compliance Reports (Feb 1999)

The offeror represents that –

(a) It \_\_\_ has, \_\_\_ has not participated in a previous contract or subcontract subject to the Equal Opportunity clause of this solicitation;

(b) It \_\_\_ has, \_\_\_ has not filed all required compliance reports; and

(c) Representations indicating submission of required compliance reports, signed by proposed subcontractors, will be obtained before subcontract awards.

(End of Provision)

**VALIDITY PERIOD OF QUOTES:**

The offeror agrees to hold the prices in its quote firm for 45 calendar days from the date specified for receipt of quotes.

Send your Quotes to:

By email: [richard.hansen.2@us.af.mil](mailto:richard.hansen.2@us.af.mil)

**POINTS OF CONTACT:**

The point of contact for this acquisition is Mr. Rich Hansen: phone 618-256-9272; e-mail (see above). In the event this individual is not available, contact Mr. Darryl E.D. Weaver: phone 618-256-9286; e-mail [darryl.weaver@us.af.mil](mailto:darryl.weaver@us.af.mil) .

Please provide a quote by 3:00 p.m. CST, xx xxx xx,.